

Diana Lacobee

10+ years at Riverwind Hotel; started as Housekeeper, now Housekeeping Manager

1. What initially attracted you to the company, and what has kept you here?

Diana was returning to the workforce as a single mother and widow after years as a stay-at-home mom. Hospitality gave her a way to rebuild confidence. She accidentally applied for maintenance, but leadership saw her plumbing background and potential, welcoming her warmly into housekeeping. The supportive, family-like atmosphere — where people genuinely care about each other — is what has kept her here.

2. How would you describe the company culture?

Diana describes the culture as family-oriented and supportive. Employees look out for each other, celebrate milestones together, and leadership is visible and approachable. Everyone is known by name, creating an environment where employees feel valued rather than invisible.

3. When do you feel most proud to work here?

While awards and opening new properties were proud moments, Diana feels most proud during challenging days when teams pull together — especially when short staffed — and still accomplish their goals through teamwork and determination.

4. What has this role meant to you personally or professionally?

Her management role has built tremendous confidence. Diana learned she can lead, support people, and make meaningful decisions. That confidence extends into her personal life, reinforcing her independence and resilience.

5. How has working here influenced your growth, confidence, or career path?

Managing a large team taught Diana responsibility, empathy, and leadership. Knowing employees depend on her motivates her to perform at her best, and their appreciation reinforces that her work truly matters.

6. Is there a skill or opportunity that stands out most?

The biggest opportunity was being placed where she could thrive. Leadership recognized her strengths and guided her toward housekeeping management, helping her grow into a confident leader.

7. Which company values resonate most with you?

The value of treating employees like family stands out. Diana has witnessed coworkers support each other through hardships — donating PTO, organizing celebrations, and offering help — creating happier employees and stronger teamwork.

8. Do you feel your work makes a difference?

Diana leads by example. She never asks her team to do something she wouldn't do herself, including stepping in to clean rooms when needed. She hopes this shows her employees they are respected and supported.

9. What makes you feel supported or valued?

Leadership engagement and team care make Diana feel valued. Seeing executives connect personally with employees reinforces that everyone matters.

10. Can you share a positive leadership impact?

A former manager mentored Diana and validated her ideas, helping her build confidence. That encouragement gave her the courage to pursue her current leadership role.

11. How has your perception of the company changed?

Initially nervous about stepping into leadership, Diana discovered the company is filled with approachable, supportive people who genuinely want employees to succeed.

12. What would you tell a friend considering working here?

Diana would say this is a place where employees are treated like family, supported through challenges, and given opportunities to grow.

13. In one sentence, what does this company mean to you?

This company gave me the confidence to believe in myself, pursue opportunities, and know that I matter.